DEFENSE INFORMATION SYSTEMS AGENCY
P. O. BOX 4502
ARLINGTON, VIRGINIA 22204-4502

IN REPLY
REFER TO: Joint Interoperability Test Command (JTE) **16 Apr 10**

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Special Interoperability Test Certification of the Amcom Software MediaSTAR™ version 11

References: (a) DoD Directive 4630.5, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01E, "Interoperability and Supportability of Information Technology and National Security Systems," 15 December 2008
(c) and (d), see Enclosure 1

1. References (a) and (b) establish the Defense Information Systems Agency (DISA), Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification.

2. The Amcom Software MediaSTAR™ version 11 is hereinafter referred to as the system under test (SUT). The SUT met all of the critical interface and functional interoperability requirements and is certified for use within the Defense Switched Network (DSN) as a Customer Premise Equipment (CPE) system. The SUT meets the critical interoperability requirements set forth in Reference (c). The SUT was tested with the Nortel CS1000M-SG and Nortel Option 61C proprietary M2616 line interface. JITC analysis determined the Nortel CS1000M, Nortel CS1000E, Nortel CS1000SG, Nortel CS1000MG Nortel Option 61C, and Nortel M1 Option 81C to be functionally identical for interoperability certification purposes. Therefore, the SUT is specifically certified with these systems for this interface. No other configurations, features, or functions, except those cited within this report, are certified by the JITC. This certification expires upon changes that affect interoperability, but no later than three years from the date of Defense Information Assurance (IA)/Security Accreditation Working Group (DSAWG) accreditation.

3. This finding is based on interoperability testing, review of the vendor's Letters of Compliance (LoC), and DSAWG accreditation. Interoperability testing was conducted by the Telecommunication Systems Security Assessment Program (TSSAP) at the testing facility of the 346th Test Squadron at the 318th Information Operations Group, San Antonio, Texas, from 4 through 5 March 2009. Review of the LoC was completed on 5 March 2009. The DSAWG granted accreditation on 13 October 2009 based on the security testing completed by DISA-led Information Assurance test teams and published in a separate report, Reference (d). The

Certification Testing Summary (Enclosure 2) documents the test results and describes the test configuration.

4. The Functional Requirements used to evaluate the interoperability of the SUT and the interoperability statuses are indicated in Table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Functional Requirements	Status	UCR 2007 Section[1]
2-Wire Digital Proprietary (Nortel M2616 Interface)	No[2]	Certified[3,4]	2 Wire Digital Instruments / Devices Loop Signaling (TIA/EIA-470-B) (C)	Met	A7.6
			FCC and ACTA Requirements Compliance (Part 15/68) (R)	Met	A 7.5.2
	Yes	Certified	GR-815, STIGs, DoDI 8510.bb, and Security (DIACAP) (R)	Met[5]	A7.6[5]

NOTES:
1 The UCR 2007 requirements were used based on testing timeline.
2 Even though this is the only interface offered by the SUT, it is listed as non critical because the UCR does not stipulate any specific required interface for CPE devices.
3 Although the SUT was tested with the Nortel CS1000M-SG and Nortel Option 61C proprietary M2616 line interface, JITC analysis determined the Nortel CS1000E, Nortel CS1000M, Nortel CS1000SG, Nortel CS1000MG, and Nortel M1 Option 81C to be functionally identical for interoperability certification purposes. The SUT is specifically certified with these systems for this interface.
4 The SUT Nortel 2-wire digital proprietary interface to the DSN in non-intrusive monitor only with high impedance which mitigates any potential negative impact on interoperability.
5 Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (d).

LEGEND:

ACTA	Administrative Council for Terminal Attachments	GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security
C	Conditional	JITC	Joint Interoperability Test Command
CPE	Customer Premise Equipment	MG	Multi-Group
CS	Communication Server	R	Required
DIACAP	Department of Defense Information Assurance Certification and Accreditation Process	SG	Single-Group
DISA	Defense Information Systems Agency	STIGs	Security Technical Implementation Guides
DoDI	Department of Defense Instruction	SUT	System Under Test
DSN	Defense Switched Network	TIA	Telecommunications Industry Association
EIA	Electronic Industries Alliance	TIA/EIA-470-B	Performance and Compatibility Requirements for Telephone Sets with Loop Signaling
FCC	Federal Communications Commission	UCR	Unified Capabilities Requirements
GR	Generic Requirements		

5. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at https://stp.fhu.disa.mil. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at http://jit.fhu.disa.mil (NIPRNet), or http://199.208.204.125 (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at http://jitc.fhu.disa.mil/tssi. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contains the approved configuration and deployment guide must be requested directly through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: ucco@disa.mil.

6. The JITC point of contact is Mr. Cary Hogan, DSN 879-2589, commercial (520) 538-2589, FAX DSN 879-4347, or e-mail to cary.hogan@disa.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, Arizona, 85670-2798. The tracking number for the SUT is 0826201.

FOR THE COMMANDER:

2 Enclosures a/s

for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

Distribution (electronic mail):
Joint Staff J-6
Joint Interoperability Test Command, Liaison, TE3/JT1
Office of Chief of Naval Operations, CNO N6F2
Headquarters U.S. Air Force, Office of Warfighting Integration & CIO, AF/XCIN (A6N)
Department of the Army, Office of the Secretary of the Army, DA-OSA CIO/G-6 ASA (ALT), SAIS-IOQ
U.S. Marine Corps MARCORSYSCOM, SIAT, MJI Division I
DOT&E, Net-Centric Systems and Naval Warfare
U.S. Coast Guard, CG-64
Defense Intelligence Agency
National Security Agency, DT
Defense Information Systems Agency, TEMC
Office of Assistant Secretary of Defense (NII)/DOD CIO
U.S. Joint Forces Command, Net-Centric Integration, Communication, and Capabilities Division, J68
Defense Information Systems Agency, GS23

ADDITIONAL REFERENCES

(c) Defense Information Systems Agency, "Department of Defense Networks Unified Capabilities Requirements," 21 December 2007

(d) Air Force Test Facility, "Final Information Assurance Assessment Report of Amcom Software MediaSTAR™ call logging and recording system version 11," 13 October 2009

CERTIFICATION TESTING SUMMARY

1. SYSTEM TITLE. Amcom Software MediaSTAR™ version 11; hereinafter referred to as the system under test (SUT).

2. PROPONENT. Headquarters United States Army Information Systems Engineering Command (HQ USAISEC).

3. PROGRAM MANAGER. Gary Kitsmiller, AMSEL-IE-IS, Building 53301, Fort Huachuca, Arizona, 85613-5300, e-mail: gary.kitsmiller@us.army.mil.

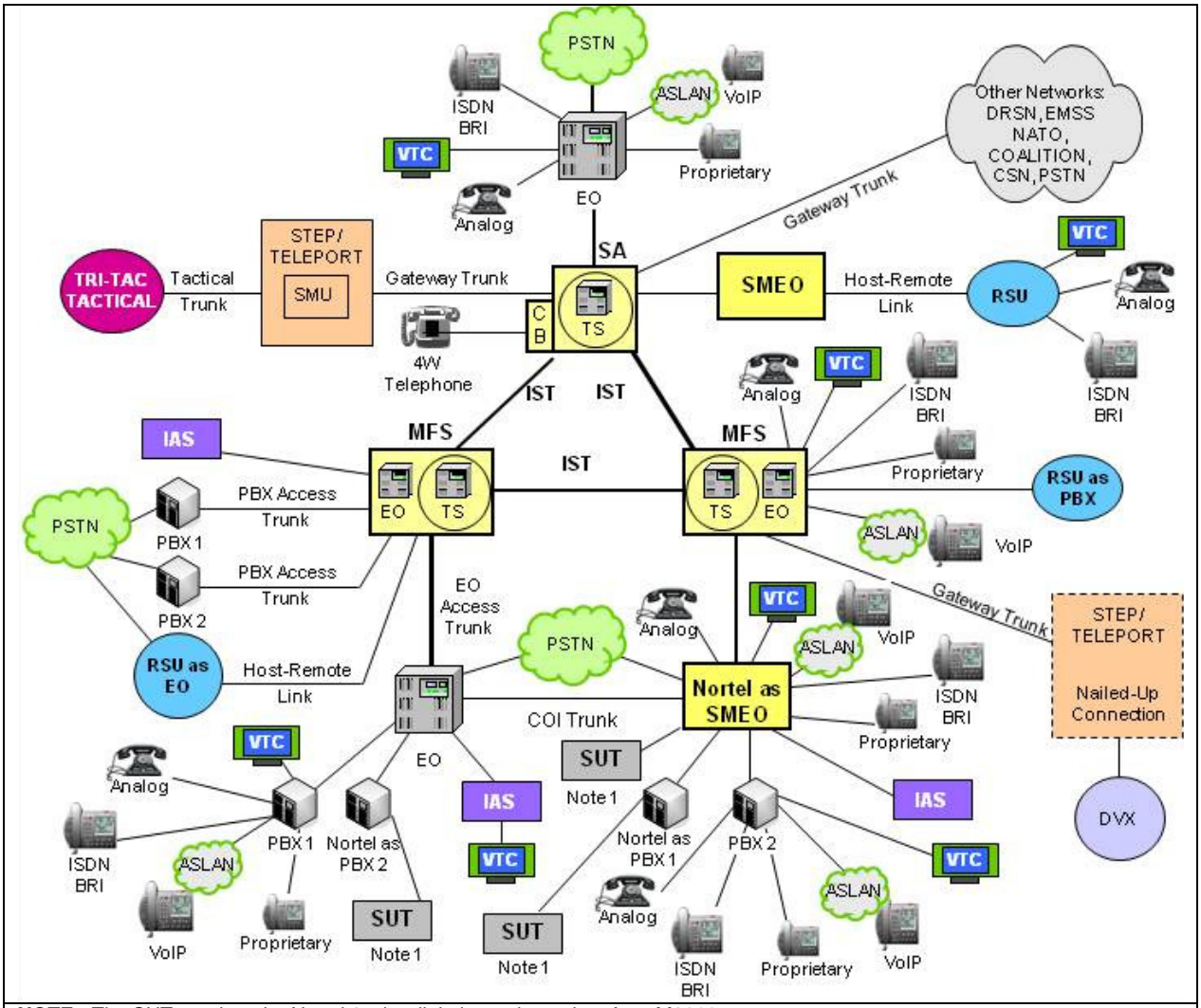
4. TESTER. Telecommunication Systems Security Assessment Program (TSSAP) testing facility of the 346th Test Squadron at the 318th Information Operations Group, United States Air Force, San Antonio, Texas.

5. SYSTEM UNDER TEST DESCRIPTION. MediaSTAR™ is a passive call logging and recording solution which can improve Call Center management by providing Supervisors with the ability to:

- View operator activity
- See which agents are Idle
- View the length of time agents are on a call
- Record all calls to/from Agents automatically
- Listen to live phone conversations
- Listen to calls that have been recorded and saved.

MediaSTAR™ supports traditional call logging and recording system features. MediaSTAR™ only records digital station side extensions. Calls are recorded along with an embedded date, time, and call duration. Once recorded, calls are searchable in many ways such as position, call duration, date, time, or any comments or flags that have been applied. The SUT accomplishes this via a two-wire M2616 digital proprietary non intrusive high-impedance tap to the switch as depicted in the test configuration.

6. OPERATIONAL ARCHITECTURE. The Unified Capabilities Requirements (UCR) Defense Switched Network (DSN) architecture in Figure 2-1 on the following page shows the relationship of the SUT to the DSN switches.



NOTE: The SUT requires the Nortel 2-wire digital proprietary interface M2616.

LEGEND:

4W	4-Wire	NATO	North Atlantic Treaty Organization
ASLAN	Assured Services Local Area Network	PBX	Private Branch Exchange
BRI	Basic Rate Interface	PBX 1	Private Branch Exchange 1
CB	Channel Bank	PBX 2	Private Branch Exchange 2
COI	Community of Interest	PSTN	Public Switched Telephone Network
CSN	Canadian Switch Network	RSU	Remote Switching Unit
DRSN	Defense Red Switch Network	SA	Standalone
DSN	Defense Switched Network	SMEO	Small End Office
DVX	Deployable Voice Exchange	SMU	Switched Multiplex Unit
EMSS	Enhanced Mobile Satellite System	STEP	Standardized Tactical Entry Point
EO	End Office	SUT	System Under Test
IAS	Integrated Access Switch	Tri-Tac	Tri-Service Tactical Communications Program
ISDN	Integrated Services Digital Network	TS	Tandem Switch
IST	Interswitch Trunk	VoIP	Voice over Internet Protocol
MFS	Multifunction Switch	VTC	Video Teleconferencing

Figure 2-1. DSN Architecture

7. REQUIRED SYSTEM INTERFACES. Requirements specific to the SUT and interoperability results are listed in Table 2-1. These requirements are derived from the Interface and Functional Requirements and verified through testing conducted by the TSSAP testing facility of the 346th Test Squadron at the 318th Information Operations Group, San Antonio, Texas. In addition, requirements were met through review of the vendor-provided Letter of Compliance (LoC). These requirements were obtained from the UCR 2007 based on the testing timeline.

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NOTES:
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DSN	Defense Switched Network	TIA	Telecommunications Industry Association
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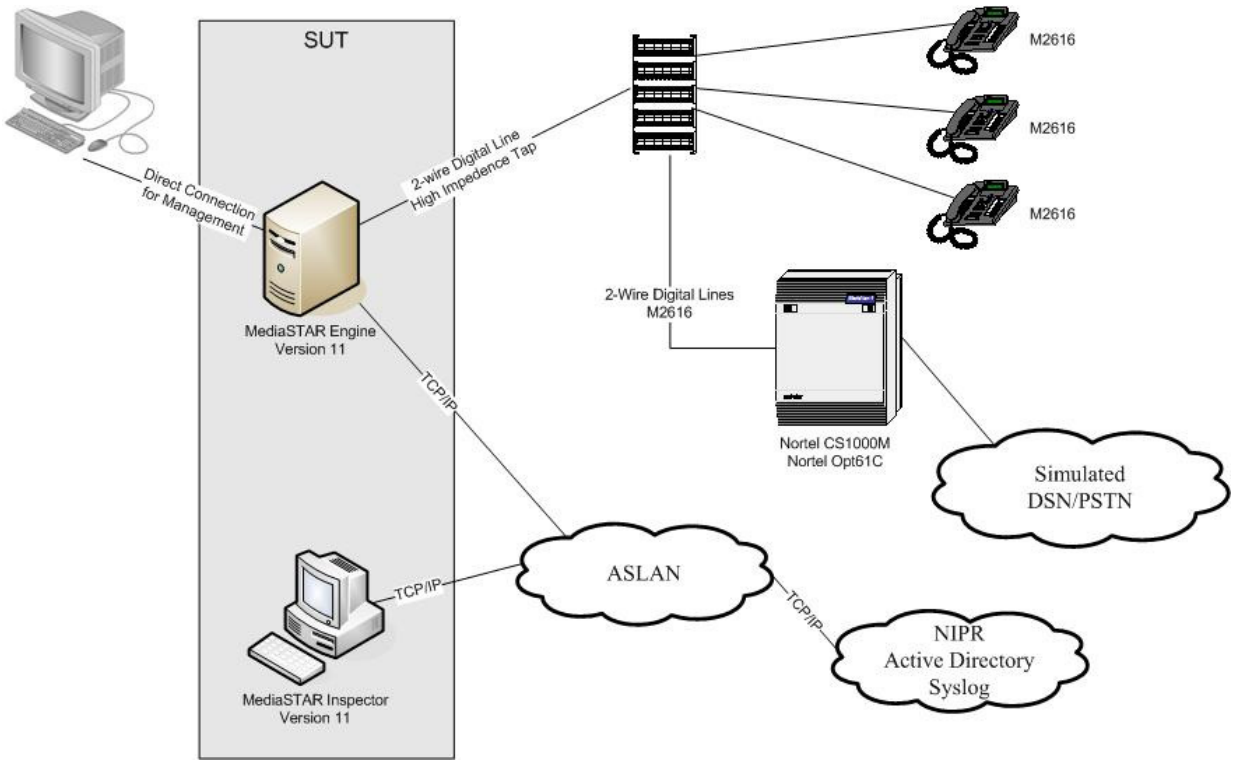
FCC	Federal Communications Commission		
GR	Generic Requirements	UCR	Unified Capabilities Requirements

8. TEST NETWORK DESCRIPTION. The SUT was tested at the TSSAP in a manner and configuration similar to that of the DSN operational environment. Testing the system's required functions and features was conducted using the test configurations in Figure 2-2.



LEGEND:

ASLAN	Assured Services Local Area Network	PSTN	Public Switched Telephone Network
CS	Communication Server	SUT	System Under Test
DSN	Defense Switched Network	TCP/IP	Transmission Control Protocol/Internet Protocol
NIPR	Non-classified Internet Protocol Router Network		

Figure 2-2. SUT Test Configuration

9. SYSTEMS CONFIGURATIONS. Table 2-2 provides the system configurations, hardware, and software components tested with the SUT. The SUT was tested in an operationally realistic environment to determine interoperability with the DSN switch noted in the table below. The SUT is certified for use specifically with the Nortel Meridian digital switching systems listed on the UC Approved Products List (APL).

Table 2-2. SUT Tested Configuration

System Name	Software Release
Nortel Merdian 1 CS1000M	4.5W with specified product enhanced packages
Nortel Merdian 1 Option 61C	24.25
Nortel Digital Telephone	M2616
RAE	Active Directory (Windows 2003 Server) Log Server (Kiwi version 8.2.18)

Table 2-2. SUT Tested Configuration (continued)

System Under Test	Hardware	Software
Amcom Software MediaSTAR™ Version 11	MediaSTAR System Dell PE 2950 Audio Codes NGX800 PCI Board	Windows 2003 Server SP2 Microsoft SQL 2005 SP3 Using Audio Codes Smartworks v 3.12 Firmware MediaSTARengine.exe Version 11.10.0.26
	Customer Monitoring System MediaSTAR Inspector Dell Optiplex 755	Windows XP Professional SP3 MediaSTARinspector.exe Version 11.10.0.26

NOTE: Although the SUT was tested with the Nortel CS1000M-SG and Nortel Option 61C proprietary M2616 line interface, JITC analysis determined the Nortel CS1000E, Nortel CS1000M, Nortel CS1000SG, Nortel CS1000MG, and Nortel M1 Option 81C to be functionally identical for interoperability certification purposes. Therefore, the SUT is also certified with these systems for this interface.

LEGEND:

CS	Communication Server	RAE	Required Ancillary Equipment
PCI	Peripheral Component Interconnect	SP	Service Package
PE	Power Edge	SQL	Structured Query Language

10. TEST LIMITATIONS. None

11. TEST RESULTS

a. Discussion. The SUT minimum interoperability interface requirements were met through both interoperability certification testing conducted at the TSSAP and review of the vendor's LoC.

b. Test Conduct. Multiple two-way test calls at different durations (15-minute, 30-minute, 1-hour, 24-hours, and 48-hours) were placed over the test network shown in Figure 2-2 via all the combinations in Table 2-1. Testing was accomplished to determine any impact to the servicing switch. When connected to the interfaces certified in this letter, the SUT was transparent to the switching systems or lines interfaced, causing no degradation of service or negative impact.

This SUT is a non-intrusive passive recording and monitoring device which interfaces to the switch via a two-wire M2616 digital proprietary high-impedance tap as depicted in the test configuration.

c. Test Summary. The SUT is strictly a non-intrusive call monitoring system. It uses a Nortel proprietary interface as its connection to the DSN. The SUT met the critical interface requirements for a Customer Premise Equipment (CPE) as set forth in the UCR 2007 for the interfaces depicted in Table 2-1, as set forth in Reference (c), and is certified for joint use within the DSN.

12. TEST AND ANALYSIS REPORT. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System

Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at https://stp.fhu.disa.mil. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at http://jit.fhu.disa.mil (NIPRNet), or http://199.208.204.125 (SIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at http://jitc.fhu.disa.mil/tssi. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contains the approved configuration and deployment guide must be requested directly through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: ucco@disa.mil.